



This manual describes the main functions of ABN AMRO Internet Banking. It tells you how to enter a payment order or fund order, explains order statuses and account balance overviews and also how to respond to any error messages that occur while working with the program or while using the e-identifier.

To look up a topic just click the text below. You can also print any pages for easy reference or even the whole document, which manual consists of about 40 pages.



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## Account balance: how do I look it up?

You can view the current balance of all your Internet Banking accounts.  
Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **account balance** from the menu at the left of the screen.  
The **Account balance** screen will appear:

from	account number	type	name	balance/value
	12.34.56.789	PERSONAL ACCOUNT	L BRINKERS HUIGEN	6.413,10 EUR

transactions	book date	remarks	amount debit	amount credit
	04-06-2006	12.34.56.789 name of contact monthly payment	-200,00 EUR	
	04-06-2006	GIRO 999 another friend weekly payment		-100,00 EUR

### from

By default the account balance of the account number at the top of your account selection list is shown. You will see the account number, the account type, the account name and the current balance / value. To view the balance and transactions of another account, select that account in the field **account number**.

### transactions

The overview of transactions is sorted by **book date**.

The column **remarks** shows the available details of each transaction.  
On the same line you can see the **amount credit** or **amount debit** of the transaction

Use the right-hand scrollbar, if applicable, to display any transactions that are not yet visible.

Click **next** at the bottom of the screen to go to the following screen with transactions for this account. In this following screen click **Previous** to return to the previous screen. Click **search** to access the 'find transactions' function.



## How can I view the sent orders that have not been executed yet?

You can get an overview of all orders sent that have not (yet) been executed, all scheduled orders and orders sent that have not been executed due, for example, to an insufficient account balance on the execution date.

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **payment status** from the menu at the left of the screen.  
The **Payments status** screen will appear.

Payments status		June 13, 2006	
account number	type	name	balance/value
12.34.56.789	PERSONAL ACCOUNT	L BRINKERS HUIGEN	6.713,10 EUR
<b>scheduled payment orders</b>			
order type	account	name	amount execute
transfer	012345678	sun holiday homes	250,00 EUR 14-06-2006
urgent transfer	P1111	water company crystal clear	154,00 EUR 14-06-2006
<b>payment orders being processed</b>			
order type	account	name	amount execute
transfer	012345678	energy company VVatt	50,00 EUR 12-06-2006
urgent transfer	P1111	sports gym physical	54,00 EUR 12-06-2006
<b>rejected payment orders</b>			
ordertype	account	name	amount execute
transfer	012345678	furniture first	650,00 EUR 12-06-2006
urgent transfer	P1111	learning company	254,00 EUR 12-06-2006

**What would you like to do?**

- = View the status of your account? [Go to account balance.](#)
- = Make a payment? [Go to transfer or acceptgiro.](#)

**! There are no orders ready to be sent.**

By default the overview will show the scheduled (not yet executed), processed and rejected domestic and foreign orders, including standing orders of the account at the top of your account selection list.

- To view the orders of another account, select that account.

### scheduled payment orders / payment orders being processed / rejected payment orders

Each list of orders is sorted by execution date. The column **order type** shows the order type, e.g. acceptgiro, transfer, urgent transfer. The column **account** displays the beneficiary's account number. The **amount** column displays the amount of the order and the **execute** column displays the execution date of the order.

Click the **cancellation** icon to cancel a scheduled order. You then have to send a cancellation order to the bank.

Move the cursor over an order to view more details in a tool tip e.g. the reason the order has not yet been executed.



## Standing orders

You can get an overview of all active standing orders on all your accounts.  
Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **standing orders** from the menu at the left of the screen.  
The **Standing orders** screen will appear:

- By default the overview will show the standing orders of the account at the top of your account selection list.
- To view the standing orders of another account, select that account.

### standing orders

The column **order type** shows the order type. The column **account** shows the beneficiary's account number. Under **beneficiary** the beneficiary's name is shown. Under **amount** you will see the standing order amount and under **frequency** the frequency with which the standing order will be executed.

The program informs you that for transfers up and until a certain amount from certain accounts, no additional checks will be carried out.



Click **add standing order** to go to the screen in which you can add a standing order.



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### Direct debits

You can get an overview of all direct debits on all your accounts. Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **direct debit overview** from the menu at the left of the screen  
The **Direct Debit Overview** screen will appear:

name	account	number	amount	last execution
Newspaper Today's News	P 11111	12	76,59 EUR	20-04-2006
Telephone Company Ring Ring	11.11.11.111	6	117,11 EUR	03-05-2006
Sportsclub Fit Body	99.99.99.999	3	78,92 EUR	28-03-2006

  

name	account	amount	last execution
Quick Repair Garage	22.22.22.222	11,32 EUR	16-03-2006
Private Savings	P 111111	78,92 EUR	14-04-2006

By default the overview will show the direct debits of the account at the top of your account selection list.

- To view the direct debits of another account, select that account.

#### regular direct debits / one-off direct debits

The overview shows all direct debits executed on the selected account during the last year.



Recurrent direct debits are listed at the top of the overview (regular direct debits). Direct debits executed once only are listed at the bottom of the overview (one-off direct debits). If an account number is no longer debited automatically, it will be shown here nevertheless, including the last execution date and the total number of direct debits.

#### **name**

institution or company name of the beneficiary.



Move your mouse over the **name** field to view details of the last execution.

#### **account**

the beneficiary's account and the number of times the direct debit was executed during the last year.

#### **amount**

the amount of the last direct debit executed.

#### **last execution**

the date on which the last direct debit was executed.



## How can I check if an order sent has been rejected?

If a payment order is not listed in the account balance overview, then it will probably have been rejected by the bank. You can check this as follows.

Starting point is your personal Internet Banking Welcome page.

- Choose **payments → overviews → payment status** from the menu at the left of the screen  
The **Payments status** screen will appear:

Payments status		June 13, 2006	
<b>overview</b>	account number	type	name
<b>payments</b>	12.34.56.789	PERSONAL ACCOUNT	L BRINKERS HUGEN
<b>new order</b>			balance/value
<b>overviews</b>			6.713,10 EUR
account balance			
payment status			
standing orders			
iban bic			
direct debit overview			
find transactions			
download transactions			
<b>address book</b>			
<b>investments</b>			
<b>my bankproducts</b>			
<b>digital vault</b>			
<b>text-services</b>			
<b>services</b>			
<b>my messages</b>			
<b>send orders</b>			
<b>disclaimer</b>			
<b>privacy statement</b>			

By default the overview will show the scheduled (not yet executed), processed and rejected domestic and foreign orders, including standing orders of the account at the top of your account selection list.

- To view the orders of another account, select that account.

### scheduled payment orders / payment orders being processed / rejected payment orders

Each list of orders is sorted by execution date. The column **order type** shows the order type, e.g. acceptgiro, transfer, urgent transfer. The column **account** displays the beneficiary's account number. The **amount** column displays the amount of the order and the **execute** column displays the execution date of the order.



Click the **cancellation** icon to cancel a scheduled order. You then have to send a cancellation order to the bank.



Move the cursor over an order to view more details in a tool tip e.g. the reason the order has not yet been executed.



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## Portfolio: I want a general overview of all my funds

Starting point is your personal Internet Banking Welcome Page.

- Choose **investments** → **overviews** → **portfolio** from the menu at the left of the screen.  
The **Portfolio** screen will appear:

deposit number	type	balance/value
12.34.56.789	PERSONAL ACCOUNT L BRINKERS HUGEN	6.413,10 EUR

shares	name	number nominal	closing price	current price	total
7% BBVA INTL		12	104,70 EUR	100,70 EUR	1.208,40 EUR
KON KPN		1.010	7,02 EUR	8,91 EUR	8.999,10 EUR
UPC A		650	0,02 EUR	-	13,00 EUR
VERSATEL TELECO		350	1,76 EUR	0,94 EUR	329,00 EUR
VERSATEL WARR 0		350	0,04 EUR	0,02 EUR	7,00 EUR
<b>total shares</b>					<b>10.556,50 EUR</b>

**total sum on 09-06-2006 10:56** **10.556,50 EUR**

eff. cover value 6.282,92 EUR 07-06-2006 00:01

Move the cursor over the funds for more information

save refresh

There are no orders ready to be sent.

By default the overview will show the portfolio of the deposit of your deposit number selection list.

- Select another deposit number and currency as required.

### all fund types

The overview displays the name, number nominal, closing price, current price and total amount in euros for each fund type.

#### Additional information

- Move the cursor over the **closing price**, for example, to view the closing date.

#### Save portfolio data as text file

- Click **save** at the bottom of the screen. The data in this file are separated by semicolons.

#### Actualize portfolio data

- Click **refresh** at the bottom of the screen to actualize the portfolio data.



If you have selected an overview of **all options in all funds**, you can see the full name and **deposit number** by moving the cursor over the **short name**.



Under the total value you will see the **cover value** and any margin requirement of the selected deposit number.



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## Portfolio results actual overview

Starting point is your personal Internet Banking Welcome Page.

- Choose **investments** → **overviews** → **results** from the menu at the left of the screen.  
The **Results** screen will appear.

The screenshot shows the ABN AMRO Internet Banking interface. On the left, a sidebar lists various menu items under categories like Overview, Payments, Investments, and Information. The main area is titled 'Results' and shows the date as June 9, 2006. At the top of the results section, it displays a deposit number (12.34.56.789), type (PERSONAL ACCOUNT L BRINKERS HUIGEN), and balance/value (6.413,10 EUR). Below this, there's a 'results' section with options to select a price based on 1 January 2006, a previous year (2005), or historical cost. A 'refresh' button is also present. The main content area is divided into sections for 'shares' and 'options'. The 'shares' section lists several stocks with their names, numbers, unrealized price results, and realized price results. The 'options' section lists a single option position. At the bottom, there are some informational icons and a note indicating no orders are ready to be sent.

name	number	unrealized price result	in %	realized price result	in %
7% BBVA INTL	ST 12	0	0,0	0	0,0
KON KPN	ST 1.010	760	12,0	0	0,0
UPC A	ST 650	13	0,0	0	0,0
VERSATEL TELECO	ST 350	616	0,0	0	0,0
<b>total value</b>	<b>8.975</b>	<b>1.389</b>	<b>18,3</b>	<b>0</b>	<b>-</b>

name	number	unrealized price result	in %	realized price result	in %
VERSATEL WARR 0	ST 350	14	0,0	0	0,0
<b>total value</b>	<b>14</b>	<b>14</b>	<b>-</b>	<b>0</b>	<b>-</b>

deposit total	value	unrealized price result	in %	realized price result	in %
<b>deposit total</b>	<b>8.989</b>	<b>1.403</b>	<b>18,5</b>	<b>0</b>	<b>-</b>
<b>total deposit value</b>	<b>8.989</b>				
<b>incl. accrued interest</b>					

**Info:** Move your mouse over the fund name for more information.  
≡ Errors and omissions excepted.  
≡ Set your printer to Print in Landscape orientation.

**Info:** There are no orders ready to be sent.

By default the overview will show the portfolio results of the deposit number at the top of your deposit number selection list.

- Select another deposit number as required.

### results

You can draw up different overviews. Select **based on price of 1 January 200X** if you want to view the results on the first of January of the current year or select another year from the **on a previous year** selection list. You can also draw up a overview **based on historical cost** by selecting the corresponding option.

- Click **refresh** to draw up the overview.

**all fund types**

The following information is displayed for each fund type:

**name**

short name of the fund.

**number**

the number of units. In the case of investment orders the total of participations.

**unrealized price result**

result of sale at the current price.

**in %**

unrealized price result as a percentage of the value of the fund.

**realized price result**

realized price result or price loss of the sales in the current year. This is annually accrued from 1 January.

**In %**

realized price result as an average cost price of the units sold.

At the bottom of the screen you will see portfolio totals indicated by the **deposit total** and the **total deposit value incl. accrued interest**.

- Move the mouse over the fund name for additional information:

**name**

full name of the fund.

**average price per unit**

the average purchase price on the basis of the last final closing price of the previous year or the year before that.

**accumulated since**

the date upon which the unit was included in the portfolio.

**price as of - : - %**

current price with a 15 minute delay.

**value as of - : - EUR**

the current value of the fund, calculated on the basis of number/nominal \* current price.



## Fund order status: I want a current overview of all orders sent

Starting point is your personal Internet Banking welcome Page.

- Choose **investments** → **overviews** → **order status** from the menu at the left of the screen.  
The **Order status** screen will appear:

name	type	number nominal	limit	date
4% NED 06	buy	102	at best	06-06-2006
AAB EURO OBL FD	buy	10	102,30 EUR	06-06-2006
AAB HIGH YIELD	buy	470		04-06-2006
AAB MODEL 1	buy	50,0000		04-06-2006
ABF WEBFO	buy	50	at best	04-06-2006

**rejected**

name	type	number nominal	limit	date
AAB EURO FUND P	sell	50,0000		06-06-2006
VERSATEL WARR 0	sell	500	at best	06-06-2006

**executed**

Move the cursor over the orders for more information.

There are 3 orders ready to be sent.

By default the overview will show the status of orders of the deposit number at the top of your selection list.

- Select another deposit number and currency as required.

For each order the short **name**, fund **type**, total **number nominal**, any **limits** and the original execution **date** will be displayed.

- For more information move the mouse over the fund name.

### Short description possible order statuses:

#### rejected

Rejected orders or cancellation request. An order may be rejected if the balance is insufficient, for example, or if the order specifies the sale of more units than the units owned. A cancellation request can be rejected even after the order has been executed.

#### cancelled

Orders cancelled by the Stock Exchange.

#### cancellation request

Orders for which a cancellation request has been submitted via your bank, the Investment Line or Internet Banking.



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### cancelled

Orders definitely cancelled.

### submitted

Orders submitted to ABN AMRO that have not yet been approved. Orders that cannot be offered to the Stock Exchange the same day are 'parked' until the Stock Exchange is able to accept them. These orders will be approved shortly before the Stock Exchange opens.

### current

Orders that have been approved and offered to the Stock Exchange. The status of orders with a particular currency changes in the following cases:

- the order has been (partially) executed;
- the processing time has expired and the specified limit has not been realised;
- in the event of cancellation of the order, you can also cancel the outstanding part of an order partially executed.

### executed

Orders that have been fully or partially executed.

### other

Orders for ABN AMRO Investment Funds that have not been rejected and order statuses that occur only incidentally, such as:

- correction requests;
- amendment requests;
- amendment confirmation

### expired

Orders that have not been executed, or only partially executed, and of which the processing time has expired.



If you have selected an overview of **all options in all funds**, you can see the full name and **deposit number** by moving the cursor over the **short name**.



Click the Cancellation button to enter a cancellation request for orders with the status current.



## I received an acceptgiro: how do I enter this payment type?

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **new order** → **acceptgiro** from the menu at the left of the screen.  
The **Acceptgiro** entry screen will appear:

### from

- Select the account from which the payment is to be made.

### address book

- Select the beneficiary from the **select from address book** field if applicable. Most of the fields in the **to** section will be automatically filled in.



If you want to add this beneficiary to your address book, click **add to address book**.

### to

- account number beneficiary**

enter the beneficiary's account number. If the account number relates to a Postbank account, enter a P to precede the number. A bank account number consists of nine or ten digits.

- name**

enter the beneficiary's name. The name can consist of up to **24** characters.

- location**

enter the beneficiary's town or city. The name can consist of up to **18** characters.

- amount – EUR**

enter the amount of the acceptgiro. Enter the whole euros in the first box and the eurocents in the second box. e.g. to enter € 236.46, enter 236 in the first box and 36 in the second, after the decimal comma.

- payment reference or description**

enter the reference or description as printed on the acceptgiro.

- desired execution date**

the date the payment will be processed by the bank. Set to the current date by default. To change the default date, click **on date** and enter the required future date.



## I have to pay a bill via a normal transfer

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **new order** → **transfer** from the menu at the left of the screen.  
The **Transfer** entry screen will appear:

**from**

account number type name balance/value  
12.34.56.789 PERSONAL ACCOUNT L BRINKERS HUIGEN 6.713,10 EUR

**address book**

select from address book

**to**

account number beneficiary description  
  
name   
location   
amount  EUR  
desired execution date  
 immediate  on date  dd  mm  yyyy

ok & new transfer  ok & new acceptgiro  ok & send

**! There are no orders ready to be sent.**

### from

- Select the account from which the payment is to be made.

### address book

- Select the beneficiary from the **select from address book** field if applicable. Most of the fields in the **to** section will be automatically filled in.



If you want to add this beneficiary to your address book, click **add to address book**.

### to

- account number beneficiary**  
enter the beneficiary's account number. If the account number concerned is a Postbank account, enter a P in front of the number. A bank account number consists of nine or ten digits.
- name**  
enter the beneficiary's name. The name can consist of up to **24** characters.
- location**  
enter the beneficiary's town or city. The name can consist of up to **18** characters.
- amount – EUR**  
enter the amount of the transfer. Enter the whole euros in the first box and the eurocents in the second box. e.g. to enter €236.46, enter 236 in the first box and 36 in the second, after the decimal comma.
- remarks**  
enter a reference or description.
- desired execution date**  
the date the payment will be processed by the bank. Set to the current date by default. To change the default date, click **on date** and enter the required future date.



## I have to pay a bill via a standing order

Starting point is your personal Internet Banking Welcome page.

Choose **payments** → **new order** → **standing order** from the menu at the left of the screen. The information screen will appear. Select the type of standing order you wish to enter, fixed or variable.

The **Fixed or Varibale standing order** entry screen will appear:

### from

- Select the account from which the payment is to be made.

### address book

- Select the beneficiary from the **select from address book** field if applicable. Most of the fields in the **to** section will be automatically filled in.



If you want to add this beneficiary to your address book, click **add to address book**.

### to

- account number beneficiary**

enter the beneficiary's account number. If the account number concerned is a Postbank account, enter a P in front of the number. A bank account number consists of nine or ten digits.

- name**

enter the beneficiary's name. The name can consist of up to **24** characters.



- **location**  
enter the beneficiary's town or city. The name can consist of up to **18** characters.
- **amount – EUR**  
for a fixed standing order enter the amount you wish to transfer periodically. For a variable standing order, only rest balance is mandatory. **Minimum and maximum transfer amount** are optional. Enter the whole euros in the first box and the eurocents in the second box. e.g. to enter € 236.46, enter 236 in the first box and 36 in the second, after the decimal comma.
- **description**  
enter a reference or description.
- **next transfer date**  
the date the order will be processed by the bank. Set to the next current date and frequency month by default. To change the default date, click on **date** and enter the required future date.
- **end date**  
the last date the order is to be executed.
- **transfer every**  
the frequency by which the order is executed.
- **skip once**  
in combination with the frequency month one can choose a month in which for once the order is not executed.
- **do not transfer in the months**  
in combination with the frequency month one can choose one or two months in which the payment is not executed regularly.



## How can I pay worldwide?

Starting point is your personal Internet Banking Welcome page.

- Choose **payments → foreign** from the menu at the left of the screen.  
The **Foreign transaction (step 1 of 3)** entry screen will appear:

You can use the foreign transfers screen to enter a payment to any country and in almost any currency (blocked countries excepted). The rate charged for a foreign transfer depends on the way the transfer is submitted. If your payment meets the criteria set by the European Union, you will be charged the national payment rate for your payment.

### from

- Select the account from which you want to transfer an amount.

### address book

- Select the beneficiary from the **select from address book** field if applicable. Most of the fields in the **to** section will be automatically filled in.



If you want to add this beneficiary to your address book, click **add to address book**.

### primary transfer details (transaction information)



If you want to view additional information about an item, click the **information (i)** icon.

- desired type**  
three options available:



- **transaction** – a cashless transfer in euros or a foreign currency to an account in another country, or a cashless transfer in a foreign currency to an account in the Netherlands.
  - **cheque** – a bankers' cheque in euros or a foreign currency made out to a beneficiary (up to EUR 3000 or an equivalent value). This option does not require you to enter a BIC or an account number/IBAN. These fields are therefore greyed out and cannot be entered.
  - **hold at disposal** – a cashless transfer in euros or a foreign currency that is to be paid out in cash by the foreign bank branch to a beneficiary who has no account in a foreign country (up to EUR 3000 or an equivalent value). The beneficiary will collect the amount at the bank branch you specified.
- **bank beneficiary**
- **BIC (Swift address)** - enter the BIC number of the bank of the beneficiary. You either type the BIC manually or select it from the list using the **binoculars** icon. If you select the BIC from the list, the corresponding country will be automatically entered in the **country** field.
- **transaction to**
- determine whether the beneficiary's account details involve an IBAN (International Bank Account Number) or a combination of bank code and account number.
- **IBAN** – an IBAN is a standardised bank account number that is used in Europe. An IBAN is preferred over a combination of bank code/account number as it will ensure a more efficient handling of your payment. It is often also cheaper
  - **bank code/account number** – The full bank account number of a beneficiary in another country can consist of a combination of bank code, branch code, account number and check digit. This can be different for each country.
- After selecting a transfer type, the page Foreign transaction [step 2 of 3] opens.

The screenshot shows the 'Foreign transaction [step 2 of 3]' page. The 'from' section displays account details: account number 12.34.56.789, type PERSONAL ACCOUNT, name L BRINKERS HUIGEN, and balance/value 6.713,10 EUR. The 'bank beneficiary' section shows the country bank as VER.KONINKRIJK and the BIC code bank (SWIFT address) as COUTGB22, with the bank beneficiary being COUTTS AND CO. The 'beneficiary' section includes fields for IBAN, name beneficiary, and postcode, city. The 'details transaction' section allows setting the amount, currency, payment details, and charges. The 'options' section lets users choose between normal or urgent execution. Navigation buttons at the bottom include 'back' and 'ok'.

### from

- Select the account from which you want to transfer an amount.

### bank beneficiary

- Enter at least the name and the town/city of the beneficiary's bank here.



## beneficiary

- Depending on the page currently open, different types of information can be entered in this field:
  - IBAN** – you can only request an IBAN for the beneficiary.
  - bank code/account number** – of the beneficiary.
  - name, postcode and/or country** – Enter at least the name and city of the beneficiary. Click the pencil icon to open a window displaying the beneficiary details.



In case of a **cheque** – Enter as many of the beneficiary details as possible. Ensure you have entered the postcode. Many foreign postal services return cheques if no postcode has been specified.



In case of **available for selection** – Enter as many of the beneficiary details as possible.

When making cash available for collection, you need to specify how the beneficiary is to identify himself or herself. You should specify the proof of identity (passport, drivers licence), the number of the proof of identity and the date of birth of the beneficiary. Click the plus button for more beneficiary details.

## details transaction

- amount and currency**  
enter the transfer amount here. Enter the ISO currency code at **currency**. This is an international standardised currency code. Click the **binoculars** button for a list. In case of a cheque or available for collection, the amount to transfer is up to EUR 3000 or an equivalent value.
- description**  
click the **plus** button if the description is too long for the field. This will display three additional entry fields (for the reference).
- charges**  
you can select one of three options:
  - shared costs** – you will pay all fees charged by ABN AMRO. The beneficiary will only pay the fees charged by the foreign bank.
  - your costs** – the beneficiary will pay all costs (including the fees charged by ABN AMRO).
  - our costs** – (not available for cheques). You will pay all costs (the fees charged by ABN AMRO and those charged by the foreign bank).
- execution date**  
this allows you to schedule the payment for a future date (up to one year into the future).



**Execution date** is set to **normal** by default. Select **urgent** if you want payments to be credited to the beneficiary's account quicker than normal payments. Additional fees are charged for urgent payments. Value dating also depends on the currency, submission time and the currency of the debited account number. Click the **plus** button if you want to notify the beneficiary of the payment by phone or fax.

## options

Each transaction is defaulted as a normal execution type. If the transaction has to be executed immediately, click the **urgent** option. Take into consideration that additional costs will be charged in case of an urgent execution type.

## additional payment instructions (if applicable)

- send cheque to**  
specify here whether ABN AMRO should send the cheque to the beneficiary or to your own address when you want to give the cheque to the beneficiary yourself.



- **dispatch**  
ABN AMRO always sends securities by registered post. In case of an emergency, you can select to have the cheque delivered by courier. This may involve significant costs however.
- **telephone number addressee for courier**  
only enter the telephone number if you want to have a cheque delivered by courier.
- Click the OK button to continue with this payment.

The Foreign transfer (step 3 of 3) will appear. This screen summarizes the payment details. At the bottom of the screen you have the following options:



- **Back**  
Click this option to go to the previous screen, Foreign transaction (step 2 of 3).
- **Ok & foreign transfer**  
Click this option to save this payment and enter a new one. You will be returned to the Foreign transaction (step 1 of 3) screen.
- **Ok & new transfer**  
Click this option to save this payment and enter a new domestic tranfer.
- **Ok & save**  
Click this option to save this payment and send it to the bank.



## Stock order: I want to buy or sell

Before you can actually enter a new stock order you first have to select the appropriate share.



If you want to **sell** stock, first select the stock from your portfolio. To open your portfolio choose **investments** → **overviews** → **portfolio** from the menu at the left of the screen.

To **buy**, follow the procedure below. Starting point is your personal Internet Banking Welcome page.

- Choose **investments** → **enter order** → **stock order** from the menu at the left of the screen.  
The **Stock order** screen will appear.



Before you can submit a stock order, you must first sign an investment contract. Contact your bank for more information.

### select stock

- name stock / ISIN code**  
enter the name of the stock, part of it or in full, or the stock ISIN code (identification code). For example: if you are searching for *ABN AMRO Model Fund 6* you can enter ABN and subsequently click **search**. You will be prompted with the list of all ABN AMRO funds in the selected **country**. When you have the ISIN code (in this example AMFS.AS), you will be prompted with this stock only.
- country**  
select the country in which the stock is listed at the stock exchange.
- Click **search** to start the search action.  
The search result is displayed. This may be a list or one stock only depending on your search criteria.

### result selection

The **name**, the **identification code** and **country** of each stock will be shown.

- Click the appropriate stock.  
The screen **stock order** shows the current stock data. You can now enter the stock order details. This procedure is described on the next page of this manual '**Stock order: enter details**'.



## Stock order: enter details

Starting point is the screen **Stock order** showing the current stock data and the fields to enter the stock order details.

 <b>ABN·AMRO</b> <a href="#">Internet Bankieren</a>   <a href="#">Particulier</a> · <a href="#">Zakelijk</a> · <a href="#">Beleggen</a>   <a href="#">Extra</a>   <a href="#">Over ABN AMRO</a>	<div style="background-color: #f2f2f2; padding: 5px;"> <span style="float: right;"><a href="#">Home</a> <a href="#">?</a></span> <b>log off</b>      <b>Stock order</b>      <b>June 9, 2006</b> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <b>overview</b>  <b>payments</b>      ▶ new order      ▶ overviews      address book  <b>investments</b>      ▶ enter order      stock order      options domestic      options foreign      investment fund order      switch order      bond order      issue by tender   </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">     ▶ my bankproducts      digital vault      text-services      services      my messages      send orders        disclaimer      privacy statement   </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <b>deposit number</b> <input type="text" value="12.34.56.789"/> <b>type</b> <input type="text" value="PERSONAL ACCOUNT L BRINKERS HUIGEN"/> <b>balance/value</b> <input type="text" value="6.413,10 EUR"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <b>current data AAND AAB EQUITY ASIAN TIGERS @ EUR 1</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">stock exchange</th> <th style="width: 25%;">Netherlands</th> <th style="width: 25%;">closing price</th> <th style="width: 25%;">48,66 EUR</th> </tr> </thead> <tbody> <tr> <td>current price</td> <td>49,24 EUR</td> <td>12-05 13:09 opening price</td> <td>49,05 EUR</td> </tr> <tr> <td>bid order book</td> <td>49,20 EUR</td> <td>12-05 14:55 highest</td> <td>49,49 EUR</td> </tr> <tr> <td>asked order book</td> <td>49,25 EUR</td> <td>12-05 14:32 lowest</td> <td>49,05 EUR</td> </tr> <tr> <td></td> <td></td> <td>volume</td> <td>5.201</td> </tr> <tr> <td></td> <td></td> <td></td> <td>12-05 13:09</td> </tr> </tbody> </table> <p>The closing price mentioned above applies to the book version and corresponds to the opening price of its classical counterpart.</p> <p><b>financial information leaflet</b> De <a href="#">This information [in dutch]</a> can be viewed on our information page on investment funds.</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <b>order details AAND AAB EQUITY ASIAN TIGERS @ EUR 1</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">buy / sell</td> <td style="width: 25%; text-align: center;"><input type="radio"/> buy</td> <td style="width: 25%; text-align: center;"><input type="radio"/> sell</td> </tr> <tr> <td>number of shares</td> <td><input type="text"/> shares</td> <td></td> </tr> <tr> <td>at best / limit</td> <td style="text-align: center;"><input type="radio"/> at best</td> <td style="text-align: center;"><input type="radio"/> limit <input type="text"/> EUR</td> </tr> <tr> <td>period</td> <td style="text-align: center;"><input type="radio"/> day order</td> <td style="text-align: center;"><input type="radio"/> continues until <input type="text"/> - <input type="text"/> - <input type="text"/></td> </tr> </table> <p style="margin-top: 5px;"> <input checked="" type="checkbox"/> <b>ok &amp; new order</b>      <input checked="" type="checkbox"/> <b>ok &amp; to portfolio</b>      <input checked="" type="checkbox"/> <b>ok &amp; send</b> </p> <p><b>!</b> There are no orders ready to be sent.</p> </div>	stock exchange	Netherlands	closing price	48,66 EUR	current price	49,24 EUR	12-05 13:09 opening price	49,05 EUR	bid order book	49,20 EUR	12-05 14:55 highest	49,49 EUR	asked order book	49,25 EUR	12-05 14:32 lowest	49,05 EUR			volume	5.201				12-05 13:09	buy / sell	<input type="radio"/> buy	<input type="radio"/> sell	number of shares	<input type="text"/> shares		at best / limit	<input type="radio"/> at best	<input type="radio"/> limit <input type="text"/> EUR	period	<input type="radio"/> day order	<input type="radio"/> continues until <input type="text"/> - <input type="text"/> - <input type="text"/>
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- Select the deposit number you want to use for this stock order. If you selected the stock from your portfolio then the appropriate deposit number will already be selected.

### current data <name stock>

The current stock data.

### order details <name stock>

- buy / sell**  
indicate whether you want to buy or sell.
- number of shares**  
the number of shares to buy or sell. This must be a round number.
- at best / limit**  
indicate whether this is an order at best or limited. Fill in the limited amount in **euro** only.
- period**  
indicate whether the order is valid for the current day only (**day order**) or for a longer period (**continues until**). The end date of a continuous order is set by default to the last day of the next month. Change this date if necessary.

You have entered all required fields. To send the order to the bank click **ok & send**. If necessary, correct any errors and click **ok & send** again. To validate this order and enter another one click **ok & new order**. To validate this order and return to your portfolio click **ok & to portfolio**.



#### Shares

Certain foreign shares are subject to special conditions regarding the marketable quantities. Special



# ABN·AMRO

## User Manual Internet Banking

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conditions can also apply for warrants.

Reservations for foreign day and limit orders submitted via Internet will be removed from the administration at 11.00 hrs.

The electronic stock exchange Xetra closes at 17.30. Orders submitted between 17.30 and 20.00 and listed in Frankfurt will be routed to the stock exchange in Frankfurt.



### All fund orders

As long as an order is valid, it will have consequences for the availability margin (in terms of money) and the free tradable position (in terms of units). Expired orders (day orders or limit orders that have reached the end of their term) will be removed from the administration by 18.00 hrs.

The availability margin created and the improved tradable position will be included in the approval of new orders from that time. Your order status will verify such.

As a result of the ABN AMRO approval technique sales orders will be processed with an interval of a few minutes if the following conditions apply simultaneously:

- relating to the same fund
- relating to the same deposit
- sent at the same time

For faster processing, we advise you to send the sales orders separately in such situations. We should also point out that in the above case no more than five sales orders can be processed.



## Option order: I want to buy or sell

Before you can enter a new option order you first have to indicate if you want to enter a domestic or foreign option and then select the appropriate option.



If you want to **sell** options select the option from your portfolio. To open your portfolio choose **investments → overviews → portfolio** from the menu at the left of the screen.

To **buy** a domestic or foreign option follow the procedure below. Starting point is your personal Internet Banking Welcome page.

- Choose **investments → enter order → options domestic or foreign** from the menu at the left of the screen. The **Options domestic or Options foreign** screen will appear.  
Enter the search criteria in this screen to select the appropriate order.



Before you can submit an option order, you must first sign an investment contract. Contact your bank for more information. Written call options, even if they are covered, will be approved as naked options.

### select option

- option class**  
select the appropriate option class.
- call / put**  
indicate whether you are searching for a put or call option.
- expiration date (optional)**  
select the option class expiration month.
- execution price**  
enter the execution price as a search criterion in the **from** and **to** fields (optional)
-



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- click **search** to start the search action.  
The search result is displayed.

### selection result

The full **name** of each option class is shown.

- Click the appropriate option class.  
The screen **option order** now shows the current option class data. You can now enter the option order details.  
This procedure is described on the next page of this manual '**Option order: enter details**'.



## Option order: enter details

Starting point is the **Option order** screen showing the current option data and the fields to enter the option order details.



In this manual the order screen for a domestic order is shown. If you want to enter a foreign option order you follow the same procedure as described for a domestic option order.

deposit number		type		balance/value	
12.34.56.789		PERSONAL ACCOUNT L BRINKERS HUIGEN		6.413,10 EUR	

**current data AEX CALL 100 06OCT 200,00**

stock exchange	Netherlands	opening price	-	
bid order book	220,55 EUR	09-06 11:58 highest	-	
ask order book	221,40 EUR	09-06 11:58 lowest	-	
last price	217,55 EUR	07-06 22:30 volume	-	
closing price	160,90 EUR	26-04 underlying value	423,79 EUR	09-06 11:58
margin per contract	39.794 EUR	26-04		

**order data AEX CALL 100 06OCT 200,00**

open / close	<input type="radio"/> open	<input type="radio"/> close
buy / sell	<input type="radio"/> buy	<input type="radio"/> sell
number of contracts	<input type="text"/>	contracts
at best / limit	<input type="radio"/> at best	<input type="radio"/> limit <input type="text"/> , <input type="text"/> EUR
period	<input type="radio"/> day order	<input type="radio"/> continues until <input type="text"/> - <input type="text"/>

ok & new order     ok & to portfolio     ok & send

! There are no orders ready to be sent.

- Select the deposit number you want to use for this option order. If you selected the option from your portfolio, then the appropriate deposit number will already be selected.

### current data <name option>

The current option data.

### order data <name option>

- open / close**  
indicate whether you want to open or close a position.
- buy / sell**  
indicate whether you want to buy or sell options.
- number of contracts**  
enter the desired number of contracts you want to buy or sell. This must be a number!
- at best / limit**  
indicate whether this is an order at best or limited. Fill in the limited amount in euro only.



- **period**

indicate whether the order is valid for the current day only (**day order**) or for a longer period (**continues until**). The end date of a continuous order is set by default to the last day of the next month. Change this date if necessary.

You have entered all required fields. To send the order to the bank click **ok & send**. If necessary, correct any errors and click **ok & send** again. To validate this order and enter another one click **ok & new order**. To validate this order and return to your portfolio click **ok & to portfolio**.



#### options

One option contract will usually contain a hundred options.



If it is extremely busy (e.g. on the expiry date of an options series) the processing time for option orders can be longer than usual. You are therefore advised to submit your orders in good time during busy periods.



#### all fund orders

As long as an order is valid, it will have consequences for the availability margin (in terms of money) and the free tradable position (in terms of units). Expired orders (day orders or limit orders that have reached the end of their term) will be removed from the administration by 18.00 hrs.

The availability margin created and the improved tradable position will be included in the approval of new orders from that time. Your order status will verify such.

As a result of the ABN AMRO approval technique sales orders will be processed with an interval of a few minutes if the following conditions apply simultaneously:

- relating to the same fund
- relating to the same deposit
- sent at the same time

For faster processing, we advise you to send the sales orders separately in such situations. We should also point out that in the above case no more than five sales orders can be processed.



## Investment fund order: I want to buy or sell

Before you can actually enter a new investment fund order you first have to select the appropriate investment fund.



If you want to **sell** an investment fund, select the fund from your portfolio. To open your portfolio choose **investments → overviews → portfolio** from the menu at the left of the screen.

To **buy** follow the procedure below. Starting point is your personal Internet Banking Welcome page.

- Choose **investments → enter order → investment fund order** from the menu at the left of the screen.  
The **Investment fund order** screen will appear.  
Enter the search criteria in this screen to select the appropriate **fund**.

### select investment fund

- fund name**  
enter the name of the fund, in part or in full and click **search**.  
you can also leave the field blank and click **show all investment funds**.  
The search result is displayed. This may be a full list or one or more investment funds depending on your search criteria.

### selection result

The full **name** of each investment fund is shown.

- Click the appropriate fund  
The screen **investment fund order** now shows the current fund data. You can also enter the fund order details. This procedure is described on the next page of this manual '**Investment fund order: enter details**'.



Before you can submit an **investment fund** order, you must first sign an investment contract. Contact your bank for more information.



## Investment fund order: enter details

Starting point is the screen **Investment fund order** showing the current investment fund data and the fields to enter the investment fund order's details:

 <b>ABN AMRO</b>		<a href="#">Internet Bankieren</a>   <a href="#">Particulier</a> · <a href="#">Zakelijk</a> · <a href="#">Beleggen</a>   <a href="#">Extra</a>   <a href="#">Over ABN AMRO</a>																																											
<a href="#">log off</a>	<a href="#">Investment fund order</a>		June 9, 2006																																										
<b>overview</b> <b>payments</b> ▶ new order ▶ overviews address book <b>investments</b> ▶ enter order stock order options domestic options foreign investment fund order switch order bond order issue by tender <b>overviews</b> information [nl] TradeBox [nl] <b>my bankproducts</b> digital vault text-services services my messages send orders  disclaimer privacy statement	<table border="1"> <tr> <td>deposit number</td> <td>type</td> <td>balance/value</td> </tr> <tr> <td>12.34.56.789</td> <td>Standaard effectendepot</td> <td>23.245,35 EUR</td> </tr> <tr> <td colspan="3"><b>current data PARTB AAB DUURZAME WERELD FONDS</b></td> </tr> <tr> <td>price</td> <td>22,15 EUR</td> <td>07-02</td> </tr> <tr> <td colspan="3">The closing price mentioned above applies to the book version and corresponds to the opening price of its classical counterpart.</td> </tr> <tr> <td colspan="3"> <b>financial information leaflet</b>  <small>This information [in dutch] can be viewed on our information page on investment funds.</small> </td> </tr> <tr> <td colspan="3"> <b>order details PARTB AAB DUURZAME WERELD FONDS</b> </td> </tr> <tr> <td>buy / sell</td> <td> <input type="radio"/> buy      <input type="radio"/> sell         </td> <td></td> </tr> <tr> <td>number / amount</td> <td> <input type="radio"/> number      <input type="radio"/> amount         </td> <td> <input type="text"/> , <input type="text"/> participations         </td> </tr> <tr> <td></td> <td> <input type="radio"/> amount         </td> <td><input type="text"/> EUR</td> </tr> <tr> <td></td> <td colspan="2"> <input type="radio"/> sell all holdings in this fund         </td> </tr> <tr> <td colspan="3">           ≡ To perform a switch transaction click switch <input checked="" type="checkbox"/> <b>switch</b> </td> </tr> <tr> <td colspan="3"> <input checked="" type="checkbox"/> <b>ok &amp; new order</b>      <input checked="" type="checkbox"/> <b>ok &amp; to portfolio</b>      <input checked="" type="checkbox"/> <b>ok &amp; send</b> </td> </tr> <tr> <td colspan="3"> <b>!</b> There are no orders ready to be sent.         </td> </tr> </table>			deposit number	type	balance/value	12.34.56.789	Standaard effectendepot	23.245,35 EUR	<b>current data PARTB AAB DUURZAME WERELD FONDS</b>			price	22,15 EUR	07-02	The closing price mentioned above applies to the book version and corresponds to the opening price of its classical counterpart.			<b>financial information leaflet</b> <small>This information [in dutch] can be viewed on our information page on investment funds.</small>			<b>order details PARTB AAB DUURZAME WERELD FONDS</b>			buy / sell	<input type="radio"/> buy <input type="radio"/> sell		number / amount	<input type="radio"/> number <input type="radio"/> amount	<input type="text"/> , <input type="text"/> participations		<input type="radio"/> amount	<input type="text"/> EUR		<input type="radio"/> sell all holdings in this fund		≡ To perform a switch transaction click switch <input checked="" type="checkbox"/> <b>switch</b>			<input checked="" type="checkbox"/> <b>ok &amp; new order</b> <input checked="" type="checkbox"/> <b>ok &amp; to portfolio</b> <input checked="" type="checkbox"/> <b>ok &amp; send</b>			<b>!</b> There are no orders ready to be sent.		
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<b>!</b> There are no orders ready to be sent.																																													

- Select the deposit number you want to use for this investment fund order. If you selected the investment fund from your portfolio the appropriate deposit number will already be selected.

### current data <name investment fund>

The current investment fund data.

### order details <name investment fund>

- buy / sell**  
indicate whether you want to buy or sell.
- number / amount**  
indicate whether you want to sell / buy a number of participations or an amount in euros.  
 - In the case of a number enter the exact number in the **participations** fields.  
 - In the case of an amount enter the amount in euros in the **EUR** field.  
 - If you want to **sell** all holdings in this fund, click the **sell all holdings in this fund** option.
- switch transaction**  
clicking the switch option opens a new selection screen in which you select the appropriate investment fund.



You have entered all required fields. To send the order to the bank click **ok & send**. If necessary, correct any errors and click **ok & send** again. To validate this order and enter another one click **ok & new order**. To validate this order and return to your portfolio click **ok & to portfolio**.

#### Investment fund orders

If you have specified a particular amount and during the execution of your order it appears that, after conversion to units, you are selling more than ninety percent of your total holdings in the relevant investment fund, the entire position will be sold.

 Are you dealing in Giro Investment Funds traded at the Amsterdam Stock Exchange? Send your order before 8.40 hrs and it will be executed the same day. Executed orders for investment funds become visible in the portfolio and the order status page of Internet Banking during the course of the afternoon.

Luxemburg funds entered before 15.30 hrs are executed the next business day.  
Luxemburg funds entered after 15.30 hrs will be executed on the business day following that.

#### All fund orders

As long as an order is valid, it will have consequences for the availability margin (in terms of money) and the free tradable position (in terms of units). Expired orders (day orders or limit orders that have reached the end of their term) will be removed from the administration by 18.00 hrs.

The availability margin created and the improved tradable position will be included in the approval of new orders from that time. Your order status will verify such.

As a result of the ABN AMRO approval technique sales orders will be processed with an interval of a few minutes if the following conditions apply simultaneously:

- relating to the same fund
- relating to the same deposit
- sent at the same time

For faster processing, we advise you to send the sales orders separately in such situations. We should also point out that in the above case no more than five sales orders can be processed.



## Send orders to the bank (step 1)

You have entered and validated one or more orders. Starting point is your personal Internet Banking Welcome page or one of the order entry screens.

- Choose **send orders** from the menu at the left of the screen or click **ok & send** in the appropriate order entry screen.

The **Send orders [step 1 of 3]** screen will appear:

order type	account	beneficiary name	amount	execute
transfer	12.34.56.789	J. Doe	250,00 EUR	10-06-2006
transfer	P999	Smith's mobile phone center	100,00 EUR	10-06-2006

### payment orders

- order type**  
e.g. acceptgiro, transfer, urgent transfer.
- account:**  
the beneficiary's account number.
- beneficiary name**  
the beneficiary's name.
- amount**  
the payment amount in euros.
- execute**  
the date the payment will be processed by the bank.

### fund orders

For each order the **type**, total **number nominal**, the fund name, any **limits** and the **period** for which the order is valid will be displayed.

#### Additional actions

- click the **delete** icon to delete an order from the list of orders to be sent.
- click the **modify** icon to modify an order before sending it to the bank.
- click **send all orders** to proceed with the send orders procedure.



To **cancel** an order that has been sent to the bank with a future execution date, choose **not yet executed** from the menu and enter a cancellation order for this order.



# ABN·AMRO

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### Send orders to the bank (step 2 and 3)

In the overview of pending orders to be sent to the bank you have chosen **send all orders**.

As a result the screen **Send orders [step 2 of 3]** appears:

payment orders					
order type	account	beneficiary name	amount	execute	
transfer	12.34.56.789	J. Doe	250,00 EUR	10-06-2006	
transfer	P999	Smith's mobile phone center	100,00 EUR	10-06-2006	

**Note:** Move the cursor over the orders for more information.

**Information:** Insert your card into the ABN AMRO e.dentifier and key in your PIN.  
Enter the following code on the e.dentifier: **7007 0997**

Enter the e.dentifier response  
Click OK.

**Buttons:** back, ok

#### payment orders, fund orders

Several details of each order type are displayed.



If you want to make any adjustments to the orders, click **back** to return to the previous screen.

#### To send the orders using the e-dentifier

- Insert your ABN AMRO card in the e-dentifier and key in your PIN on the e-dentifier.
- Enter the red code on the e-dentifier and click the OK button on the e-dentifier.  
*The e-dentifier displays a number*
- Enter the number displayed in the field next to 'Enter the e-dentifier response'.
- Click the OK button at the bottom of the screen.

The orders will be sent to the bank. Should an error occur, an error message will appear. The following screen **Send orders [step 3 of 3]** appears when orders have been successfully sent to the bank:

**Your orders have been sent.**

**Tips:**

- If you have specified a securities order, you can view the [execution status](#).
- Check your [account balance](#) to view the latest account status.
- Payment orders to be executed later can be viewed in the list of [orders not yet executed](#).
- The overview of [standing orders](#) lists all your existing standing orders. If your order is not listed here, please check the [rejected orders](#).
- More news and tips are available from [Internet Banking](#).

**Buttons:** back, ok



# ABN·AMRO

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### Find a transaction

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **find transactions** from the menu at the left of the screen.  
The **Find transactions** screen will appear:

Find transactions		June 9, 2006	
<b>overview</b>	account number	type	name
<b>payments</b>	12.34.56.789	PERSONAL ACCOUNT	L BRINKERS HUIGEN
<b>new order</b>			balance/value 6.413,10 EUR
<b>overviews</b>			
account balance			
payment status			
standing orders			
iban bic			
direct debit overview			
find transactions			
download transactions			
<b>address book</b>			
<b>investments</b>			
<b>my bankproducts</b>			
<b>digital vault</b>			
<b>text-services</b>			
<b>services</b>			
<b>my messages</b>			
<b>send orders</b>			
<b>disclaimer</b>			
<b>privacy statement</b>			

**search criteria**

book date from  05 2006 to  06 2006

amount from  to  credit  debit

sort order by book date  by interest date

ok

### search criteria

- book date from / to**  
specify the search period. The **book date from** can be up to a maximum of 18 months prior to the current date. The **book date to** is set by default to the current date and cannot be changed to a future date.
- amount from / to**  
specify an amount range. The amount till should be greater than or equal to the amount from.
- credit or debit**  
specify whether you want to find credit or debit transactions. This is set by default to credit transactions.
- sort order**  
specify how you want the transactions found to be sorted: click by **book date** or **interest date**.
- click ok** to start the search  
The **search results** screen will appear. This screen displays the transactions that meet the criteria you have specified in the find transactions screen. This screen consists of the following two sections:

### search criteria

The criteria specified in the **find transactions** screen.

### account balance

The overview of transactions sorted by book date. The column **remarks** shows the available details of each transaction. On the same line you will see the **amount credit** or **amount debit** of the transaction. Use the right-hand scrollbar to display any transactions that are not visible and click **next** at the bottom of the screen to open a following screen with transactions if applicable.



To **adjust** the criteria for this search action click **search**.

To **print** the list of transactions click the **print icon** at the top right of the screen.



## Export transaction data to another program

You first have to download a file containing the transactions. You subsequently save the file and import it into the desired program, which could be an accounting package, spreadsheet program or word processor.

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **overviews** → **download transactions** from the menu at the left of the screen.  
The **Download transactions** screen will appear.

**from which account do you want to download transactions?**

**select account**

all accounts  
 one or more accounts

CURRENT ACCOUNTS		
12.34.56.789	PERSONAL ACCOUNT	L. BRINKERS HUIGEN
22.22.22.222	PERSONAL ACCOUNT	L. BRINKERS HUIGEN
99.99.99.999	PERSONAL ACCOUNT	L. BRINKERS HUIGEN
11.11.11.111	PERSONAL ACCOUNT	L. BRINKERS HUIGEN

**which transactions do you want to download?**

**period**

from date of last download  
 from    to

**file format**

As of 1 April 2005, a fee is charged for downloads of transactions on your **business account**. See the [current fees \[in Dutch\]](#). When you press the [OK] button the download will be registered even if you cancel the download on the following screen.  
Note when using the 'from date of last download' option: if you download transactions for the first time or if there is a long period between downloads, you may be charged for a large amount of transactions.

ok

### from which account do you want to download transactions?

- select account**  
to download transactions from all your accounts click **all accounts**. To make a selection to download from, click **one or more accounts**. In this case hold down the <Ctrl> key while clicking the accounts.

### which transactions do you want to download?

- period**  
default set to **from date of last download** which means a download of all available transactions since the last date you made a download. To specify another period enter the **from** and **to** fields. The **from** date can be up to a maximum of 18 months prior to the current date. The **to** date is set by default to the current date. You can change this **to** date. A future **to** date is not allowed.
- file format**  
choose the right file format depending on the target application. Always select **MT940** if you want to export the transaction data to your accounting package. Select **TXT** for any other program such as a spreadsheet program or word processor.
- click **ok** to start downloading the transaction data and save the file on your PC once downloading is completed.



If you want to export the file to an accounting package, save the file in the directory / map from which your accounting package will import the data.



## Address book: add beneficiary

Starting point is your personal Internet Banking Welcome page.

- Choose **payments** → **address book** from the menu at the left of the screen.  
The **address book manager** screen will appear. This screen will be empty until you have entered any domestic or foreign beneficiary.
- Click **add domestic address** at the bottom of the screen.  
The **add domestic address** screen will appear:

The screenshot shows the 'Add domestic address' form. On the left is a navigation menu with links like 'log off', 'overview', 'payments', 'investments', etc. The main area has sections for 'address details' (alias, account, name, location) and 'settings for payment orders' (fixed description). A message at the bottom says 'There are no orders ready to be sent.' Buttons for 'back' and 'ok' are at the bottom.

### address details

- alias**  
enter a beneficiary's code or short name.
- account**  
the beneficiary's account number. If the account number relates to a Postbank account, enter a P to precede the number.
- name**  
the beneficiary's name. The name can consist of up to **24** characters
- location**  
the beneficiary's town or city. The name can consist of up to **18** characters

### settings for payment orders

- fixed description**  
the fixed description you want to use for payments to this beneficiary. The fixed description can be modified when entering a payment.
- Click **save**.

To **modify** the beneficiary's details open the **address book manager** screen and click the **Modify** icon next to the beneficiary. You will be prompted with the **modify domestic address** screen in which you modify and save the data as described above.  
To enter and modify **foreign** beneficiaries you follow the same procedure.

You can also add a new beneficiary to your address book while entering a payment.



## Log on and personal Internet Banking Welcome page

Before you log on to Internet Banking make sure you have received your e-identifier.

- Start **Internet** and go to the homepage of ABN AMRO.  
The ABN AMRO homepage appears.
- Click **Internet Bankieren**.  
The screen **inloggen [step 1 van 3]** appears.
- At the bottom of the screen click **Internet banking is now also available in English**.  
The screen name has now changed to **log on [step 1 of 3]**.  
In this first log on screen you enter your bank account number and card number.

### enter account and card number

- Follow the instructions on the screen.
- Click **ok**.  
The screen **log on [step 2 of 3]** will appear. Use the e-identifier to enter the access code in this screen.

### enter response

- Follow the instructions on the screen.
  - Click **ok**.
- The screen **log on [step 3 of 3]** appears. This screen displays information about the moment you last visited Internet Banking. General information and news about Internet Banking will also be displayed on this screen.

- To finish the log on procedure click **ok**.

Your personal Internet Banking Welcome page appears. At the top of the screen you will see your full name and the current date.

**Welcome at the English version of ABN AMRO Internet Banking.** Use the left menu to make a payment, to check your statements or your account overview. The addition '[nl]' means the underlying page (s) is/are in Dutch.

Get your copy of "Banking in the Netherlands" at your local [bankshop](#) ([in dutch](#)).

Information about investment banking and financial leaflets can be found at [www.abnamro.nl/english](#)

**More information**

**account balance**   **portfolio-overview**   **new transfer**   **new foreign transfer**

**my messages**

date	sender	subject
There are no messages.		

**show all messages**

account number	type	name	balance/value
12.34.56.789	PERSONAL ACCOUNT	L. BRINKERS HUIGEN	2.678,10 EUR
11.11.11.111	PERSONAL ACCOUNT	L. BRINKERS HUIGEN	6.063,10 EUR

**There are no orders ready to be sent.**



# ABN AMRO

## User Manual Internet Banking

### Internet Banking Menu

At the left you will see the Internet Banking Menu. From here you can access all the main functions. To see the sub-functions of any main function just click the main function or the little black arrow. For example, if you want to enter a payment order you click payments and from the submenu you choose the required type of payment order.

### Welcome text and hyperlinks to more information

Next to the Menu you see information blocks with hyperlinks to information concerning the use of Internet Banking or other related products.

### account balance, portfolio overview, new transfer, new foreign transfer

Just below the information block you see these four short cuts that lead you directly to the appropriate screens, without using the menu.

#### overview accounts

The overview of all your accounts administered in your electronic banking contract. The **number**, **type**, **name** and current **balance / value** of each account are shown.



## Error messages after log on

This topic describes the most frequently asked questions concerning errors after logging on to Internet Banking.

### After logging on the message 'Page cannot be displayed' appears. What should I do?

#### Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu.  
The dialogue window **Internet options** appears. The **General** tab is active.
- Click **Delete cookies** and confirm with **OK**.



This will also delete any passwords etc. 'remembered' by Internet Explorer .

- Click **Delete files** and confirm with **OK**.
- Click **Settings**.
- Check if the option **Check for newer versions of stored pages** is set to **automatically**. If not change the setting.
- Set **Amount of disk space to use** to 15MB.
- Click **OK**.
- Open the **Security** tab.
- Click **Custom level**.
- Set security to **Medium** and click **Reset**.
- Open the **Advanced** tab
- Click **Restore defaults** and subsequently **Apply** and **OK**.
- Close and restart Internet Explorer.

#### Netscape users

- Start Netscape.
- Choose **Edit** and subsequently **Preferences**.
- Choose **Advanced**.
- Check if the options **Enable java**, **Enable javascript** and **Enable javascript for mail and news** are activated. If not, activate them.
- Set **Cookies** to **Accept all cookies**.
- Open the **Cache** tab
- Click **Clear memory cache**.
- Click **Clear disk cache**.
- Set the bullet at **Compare the page in cache to the page on the network** to **Once per session**.
- Close and restart Netscape.

### After logging on to Internet Banking I return to the first screen. I cannot access Internet Banking, what should I do?

#### Internet Explorer users

- Start **Internet Explorer** and choose **Internet options** from the **Tools** menu.
- The dialogue window **Internet options** appears. The **General** tab is active.
- Open the **Content** tab
- If **Content advisor** is set to **Disable**, click the button and choose **Enable**.



- Open the **Security** tab.
- Click **Custom level**.
  
- Open the **Security** tab.
- Click **Custom level**.
- Set security to **Medium** and click **Reset**.
  
- Open the **Advanced** tab
- Click **Restore defaults** and subsequently **Apply** and **OK**.
  
- Close and restart Internet Explorer.

#### Netscape users

- Start Netscape.
- Choose **Edit** and subsequently **Preferences**.
- Choose **Advanced**.
- Check if the options **Enable java**, **Enable JavaScript** and **Enable JavaScript for mail and news** are activated, if not activate them.
- Set **Cookies** to **Accept all cookies**.

#### If I use the [Back] button, I get a blank screen. Why?

The [Back] button does not work as usual when you navigate between the screens showing your account details and transactions. This is because insufficient information is stored in your browser to be able to display the previous page again.

So instead of the [Back] button, use the Internet Banking Navigation Panel at the left of the screen.

#### When I try to download my transactions the following error message appears: 'File could not be written to cache'. I cannot write my transactions to disc. What should I do?

This problem can occur using Microsoft Internet Explorer 5 and 5.5 Service Pack 1. You can download an update from the Microsoft site to solve the problem. You should upgrade your browser to version 6.x, 5.5 Service Pack 2 or 5.0 Service Pack 2. In Microsoft Internet Explorer click 'tools/extra' and then 'windows update'. Download and install the relevant update.



## E-dentifier error messages and FAQ

### The e.dentifier displays the message CARD ERROR. Now what?

It could be that you have not inserted your bankcard in the e.dentifier correctly. Perhaps the slot is dirty. Blowing it clean sometimes helps. You could also try to clean the chip on your card (the 'golden' triangle) carefully with a dry cloth. If that does not work your card is probably damaged, in which case you can request a new one. This can be done in person at an ABN AMRO bankshop. When you come to the bank/bankshop to activate your new bankcard after receipt, you can hand in your old one. It will take approx. 1 week for your new bankcard to arrive. If you want to be able to continue using your old card in this period, e.g. for cash withdrawals, say so when ordering the new one.

### The e.dentifier displays the message BATTERY WARNING. Now what?

BATTERY WARNING indicates that the battery is nearly empty. If you type C or OK the message CONTACT BANK will appear. Type C or OK again to continue. You can request a new e.dentifier free of charge \*. You can return the e.dentifier with the empty battery postage free to:

ABN AMRO Bank N.V.  
PAC code AT 0005  
Antwoordnummer 2523  
1000 PA Amsterdam

### How can I order an extra e.dentifier?

You can order an extra e.dentifier on-line \*. Transfer EUR 14.95 (incl. VAT) to account number 58.74.43.197, in the name of ABN AMRO Inzake e.d., in Nijmegen, specifying 'e.dentifier order' and your name, address and ABN AMRO account number. You will receive the e.dentifier as soon as possible.

### I have typed in an incorrect PIN code into my e.dentifier three times consecutively. My card has been blocked. Now what?

You can no longer log on to ABN AMRO Internet Banking or load your Chipknip. You can still use your bankcard to withdraw cash from a cash dispenser, make debit card payments using your PIN code and pay with your Chipknip. You can have the block on your bankcard lifted at any branch of ABN AMRO.

### My e.dentifier is broken. Now what?

You can order a new e.dentifier. Return your old e.dentifier free of charge (in an unstamped envelope) to:

ABN AMRO Bank N.V.  
PAC code AT 0005  
Antwoordnummer 2523  
1000 PA Amsterdam

#### \* Order your e-dentifier on-line via:

[https://www.abnamro.nl/nl/particulier/bankieren/internet\\_bankieren/f\\_aanvragenedentifier.html](https://www.abnamro.nl/nl/particulier/bankieren/internet_bankieren/f_aanvragenedentifier.html) [in dutch]



## Internet banking menu and standard buttons

Internet Banking menu		
 <ul style="list-style-type: none"> <li>overview</li> <li>▶ payments</li> <li>▶ investments</li> <li>▶ my bankproducts</li> <li>text-services [nl]</li> <li>mobile banking [nl]</li> <li>send orders</li>   <li>log off</li> </ul>	<p>To navigate through the program use the Menu at the left of each screen. Also because the Back button in your Internet browser does not work for security reasons, we strongly recommend you to use the Menu.</p> <p>To see the submenu of any main function just click the little black arrow to unfold it.</p> <p>Make your choice by clicking the desired option.</p>	
standard buttons		
<input checked="" type="checkbox"/> <b>ok &amp; new acceptgiro</b>	<input checked="" type="checkbox"/> <b>ok &amp; new transfer</b>	<input checked="" type="checkbox"/> <b>ok &amp; send</b>
<p>This button bar is available at the bottom of each order entry screen (payments and fund orders). This example is taken from the acceptgiro entry screen. The buttons are used to validate the current entry and enter another order of the same type (<b>ok &amp; new acceptgiro</b>), to validate the current entry and enter an order of another type (<b>ok &amp; new transfer</b>) or to validate the current entry and send orders to the bank (<b>ok &amp; send</b>).</p>		
	Go to Internet Banking Homepage	
	Print current page	
	Open Help	
	Save data and close current screen	
	Save data on current screen	
	Modify an entry	
	Delete an entry	
	Start a search action (transactions, funds)	
	Go to the following screen. Available in overview screens	
	Go to the previous screen. Available in overview screens	
	Enter a cancellation order for an entry	
	Open a fund information page	
	View additional information about one of your products	
	Enter a transaction for this fund	



## Define and Modify Payment Alerts

You can set, change and delete payment alerts via payment alerts. You can define and modify payment alerts for accounts that you are authorised to use.

Starting point is your personal Internet Banking Welcome page.

- Choose **payment alerts** from the menu at the left of the screen.  
The **Payment Alert Overview** screen will appear.

The screenshot shows the 'Payment Alerts Overview' screen. On the left, a sidebar lists various menu items under 'dashboard'. The main area displays an 'introduction' message: 'This screen shows you an overview of your Payment Alerts.' Below this is a table titled 'payment alerts for account 54.88.47.843 S JANSEN'. The table has columns for 'account number', 'type', 'name', and 'balance/value'. One row is shown: '54.88.47.843 PARTICULIERE RE S JANSEN 0,00 EUR'. Underneath the table, there's a section titled 'alert type' with a 'receive via' column showing five icons. At the bottom of the screen is a yellow bar with the text 'define/modify Payment Alerts'.

### introduction

You are presented with an overview of your existing alerts for the selected account number.

- Click **define/modify Payment Alerts** at the bottom of the screen.  
The **General Settings** screen will appear



## General Settings

The General Settings screen appears:

1. When you start up the Payment Alerts option the first time;
2. When you start up the Payment Alerts option any other time AND you did not define payment alerts yet.
3. When you have clicked the button in the Payment Alert Settings (step 1 of 4).screen.

This is the first of 5 screens in which you enter and confirm the data of a payment alert. In this screen you enter, change or delete the destination(s) that you wish to use when setting your alerts.

### introduction

You can add, change or delete mobile telephone number(s) and/or email addresses on this screen. You can enter up to four destinations, and must enter at least one destination. You may not enter more than two mobile telephone numbers and two email addresses.

### general settings for <name>

You can receive alerts via the following media:

#### mobile number

Enter, change or delete the mobile telephone number.

#### email address

Enter, change or delete the email address.

#### alert language

Select the language in which you want to receive your alerts.

- Click **back** at the bottom of the screen to return to the **Payment Alert Overview** screen.
- Click **ok** to confirm your general settings and continue setting your alerts in the screen **Payment Alert Settings (step 1 of 4)**.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Settings (step 1 of 4)

- After clicking **ok** in the **General Settings** screen the **Payment Alert Settings (step 1 of 4)**.screen will appear:

ABN·AMRO		Internet Bankieren   Particulier · Zakelijk · Beleggen   Extra   Over ABN AMRO																													
<a href="#">log off</a>	Payment Alerts settings [step 1 of 4]		July 30, 2007																												
<a href="#">overview</a> <a href="#">overview customer dashboard</a> <span style="padding-left: 15px;">▶ <a href="#">payments</a></span> <span style="padding-left: 15px;">▶ <a href="#">investments</a></span> <span style="padding-left: 15px;">▶ <a href="#">my bankproducts</a></span> <a href="#">digital vault</a> <a href="#">payment alerts</a> <a href="#">text-services</a> <span style="padding-left: 15px;">▶ <a href="#">services</a></span> <a href="#">my messages</a> <a href="#">send orders</a>  <a href="#">access contract</a> <a href="#">disclaimer</a> <a href="#">privacy statement</a>	<b>introduction</b> Use this screen to select, change settings and/or delete alerts.			<b>general settings S JANSEN</b> mobile number: +31 612345678 (personal) <a href="#"></a> email address: s.jansen@abnamro.nl (personal) <a href="#"></a> Receive Payment Alerts in English			<b>select the Payment Alerts you require for the account 54.88.47.843 ( S JANSEN )</b>			<input checked="" type="checkbox"/> <b>balance</b> Send alert if balance falls below <input type="text" value="100"/> EUR Send alert if balance rises above <input type="text"/> EUR Send to <input type="text" value="+31 612345678"/> <a href="#"></a>			<input checked="" type="checkbox"/> <b>debit transactions</b> Send alert for debit transactions from <input type="text" value="50"/> EUR Send to <input type="text" value="+31 612345678"/> <a href="#">  <input type="text" value="s.jansen@abnamro.nl"/> <a href="#"></a> </a>			<input type="checkbox"/> <b>credit transactions</b> Send alert for credit transactions from <input type="text"/> EUR Send to <input type="text"/> choose a destination <a href="#"></a>			<input checked="" type="checkbox"/> <b>incoming transaction from a particular party</b> Send alert for transactions from account(s) <input type="text" value="123456789"/> <input type="text"/> <input type="text"/> <input type="text"/> Send to <input type="text" value="s.jansen@abnamro.nl"/> <a href="#"></a>			<input type="checkbox"/> <b>incoming urgent transfer</b> Send to <input type="text"/> choose a destination <a href="#"></a>			<b>charges</b> Charge for each alert sent via SMS EUR 0.20 Charge for each alert sent via email EUR 0.05 Account to be charged <input type="text" value="54.88.47.843 S JANSEN"/>			<a href="#"> back</a>		<input checked="" type="checkbox"/> <a href="#"> ok &amp; next</a>	<a href="#"> cancel</a>
	<b>introduction</b> Use this screen to select, change settings and/or delete alerts.																														
	<b>general settings S JANSEN</b> mobile number: +31 612345678 (personal) <a href="#"></a> email address: s.jansen@abnamro.nl (personal) <a href="#"></a> Receive Payment Alerts in English																														
	<b>select the Payment Alerts you require for the account 54.88.47.843 ( S JANSEN )</b>																														
	<input checked="" type="checkbox"/> <b>balance</b> Send alert if balance falls below <input type="text" value="100"/> EUR Send alert if balance rises above <input type="text"/> EUR Send to <input type="text" value="+31 612345678"/> <a href="#"></a>																														
	<input checked="" type="checkbox"/> <b>debit transactions</b> Send alert for debit transactions from <input type="text" value="50"/> EUR Send to <input type="text" value="+31 612345678"/> <a href="#">  <input type="text" value="s.jansen@abnamro.nl"/> <a href="#"></a> </a>																														
	<input type="checkbox"/> <b>credit transactions</b> Send alert for credit transactions from <input type="text"/> EUR Send to <input type="text"/> choose a destination <a href="#"></a>																														
	<input checked="" type="checkbox"/> <b>incoming transaction from a particular party</b> Send alert for transactions from account(s) <input type="text" value="123456789"/> <input type="text"/> <input type="text"/> <input type="text"/> Send to <input type="text" value="s.jansen@abnamro.nl"/> <a href="#"></a>																														
	<input type="checkbox"/> <b>incoming urgent transfer</b> Send to <input type="text"/> choose a destination <a href="#"></a>																														
	<b>charges</b> Charge for each alert sent via SMS EUR 0.20 Charge for each alert sent via email EUR 0.05 Account to be charged <input type="text" value="54.88.47.843 S JANSEN"/>																														
<a href="#"> back</a>		<input checked="" type="checkbox"/> <a href="#"> ok &amp; next</a>	<a href="#"> cancel</a>																												

### introduction

This screen allows you to view and modify the alert (settings) for a given account.

### general settings for <name>

This section provides an overview of your given destinations. Click the  button to change the general setting.

### select the Payment Alerts you require for the account <number> <name>

Use this functionality to select the alerts that you wish to set, change or remove. Enter an amount and choose the destination where you wish to receive the alert. By using the  buttons you can enter a second destination.

#### balance

*send alert if balance falls below:*

An alert will be sent if a debit transaction causes you balance to fall below the given amount.

**send alert if balance rises above:**

An alert will be sent if a credit transaction causes your balance to rise above the given amount.

**debit transactions**

An alert will be sent if a debit transaction greater or equal to the given amount is processed on your account.

**credit transactions**

An alert will be sent if a credit transaction greater or equal to the given amount is received on your account.

**incoming transaction from a particular party**

Enter up to 5 account numbers. An alert will be sent whenever a credit transaction from one of these 5 accounts is received.

**incoming urgent transfer**

An alert will be sent if an urgent transfer is received on your account.

**charges**

This section shows the charges for alerts received by email and/or SMS.

**account to be charged**

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **back** at the bottom of the screen to return to the **General Settings** screen.
- Click **ok & next** to confirm your payment alerts settings and continue setting your alert (settings) in the **Payment Alert Summary (step 2 of 4)** screen.
- Click **cancel** to cancel your changes/settings and return to your personal Internet Banking Welcome page. Any changes that have been entered will be cancelled.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Summary (step 2 of 4)

- After clicking **ok & next** in the **Payment Alert Settings (step 1 of 4)**.screen the **Payment Alert Summary (step 2 of 4)**.screen will appear:

ABN AMRO		Internet Bankieren   Particulier - Zakelijk - Beleggen   Extra   Over ABN AMRO	
<a href="#">log off</a>	Payment Alerts summary [step 2 of 4]		July 30, 2007
<a href="#">overview</a> <a href="#">overview customer dashboard</a> <span style="padding-left: 15px;">▶ <a href="#">payments</a></span> <span style="padding-left: 15px;">▶ <a href="#">investments</a></span> <span style="padding-left: 15px;">▶ <a href="#">my bankproducts</a></span> <a href="#">digital vault</a> <a href="#">payment alerts</a> <a href="#">text-services</a> <span style="padding-left: 15px;">▶ <a href="#">services</a></span> <a href="#">my messages</a> <a href="#">send orders</a>  <a href="#">access contract</a> <a href="#">disclaimer</a> <a href="#">privacy statement</a>	<b>introduction</b> <p>Your application is summarised in the screen below.</p> <p>You have selected the following Payment Alerts for account 54.88.47.843 ( S JANSEN )</p>		
	<b>general settings</b> mobile number: +31 612345678 (personal) email address: s.jansen@abnamro.nl (personal) Receive Payment Alerts in English		
	<b>alerts</b>		
	<b>balance</b> Send alert if balance falls below EUR 100 Send to +31 612345678		
	<b>debit transactions</b> Send alert for debit transactions from EUR 50 Send to +31 612345678 s.jansen@abnamro.nl		
	<b>incoming transaction from a particular party</b> Send alert for transactions from account(s) EUR 12.34.56.789 Send to s.jansen@abnamro.nl		
	<b>charges</b> Charge for each alert sent via SMS EUR 0.20 Charge for each alert sent via email EUR 0.05 Account to be charged 54.88.47.843 S JANSEN		
	<input type="button" value="back"/>		<input checked="" type="checkbox"/> <b>ok &amp; next</b>
			<input checked="" type="checkbox"/> <b>ok &amp; other account</b>

### introduction

This screen provides an overview of your alert (settings) for one account.

### you have selected the following Payment Alerts for account <number> <name>

This section provides an overview of your given destinations.

### alerts

This section shows all the alerting settings for this account.

### charges

This section shows the charges for alerts received by email and/or SMS.

#### account to be charged

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **back** at the bottom of the screen to return to the **Payment Alert Settings (step 1 of 4)** screen.
- Click **ok & next** to confirm your payment alerts settings and continue setting your alert (settings) in the **ABN AMRO Payment Alert general terms and conditions (step 3 of 4)** screen.
- Click **ok & other account** to set, change and/or delete payment alerts for another account number. You return to the payment alerts overview. Although your (alert) settings will be retained, they have not yet been stored.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Terms and Conditions (step 3 of 4)

- After clicking **ok & next** in the **Payment Alert Summary (step 2 of 4)** screen, the **AMRO Payment Alert general terms and conditions (step 3 of 4)** screen will appear:

<b>ABN·AMRO</b>	<a href="#">Internet Bankieren</a>   <a href="#">Particulier</a> · <a href="#">Zakelijk</a> · <a href="#">Beleggen</a>   <a href="#">Extra</a>   <a href="#">Over ABN AMRO</a>	
<a href="#">log off</a>	<b>ABN AMRO Payment Alerts general terms and conditions [step 3 of 4]</b>	July 30, 2007
<a href="#">overview</a> <a href="#">overview customer</a> <a href="#">dashboard</a> ▶ <a href="#">payments</a> ▶ <a href="#">investments</a> ▶ <a href="#">my bankproducts</a> <a href="#">digital vault</a> <a href="#">payment alerts</a> <a href="#">text-services</a> ▶ <a href="#">services</a> <a href="#">my messages</a> <a href="#">send orders</a>  <a href="#">access contract</a>  <a href="#">disclaimer</a> <a href="#">privacy statement</a>	<p><b>introduction</b></p> <p>Before you can e-sign your Payment Alert contract the general terms and conditions must be read and accepted. You can find these terms in the screen below.</p> <p><b>your details</b></p> <p>S JANSEN FOPPINGADREEF 26 1102CX AMSTERDAM ZUIDOOST</p> <p><b>terms and conditions</b></p> <p>The following terms and conditions apply to the Payment Alert product. Read them through carefully, then accept them and click on 'ok &amp; send'. You can also <a href="#">download</a> and print the terms and conditions.</p> <p><b>Article 1 Definitions</b></p> <p>The capitalised terms in these ABN AMRO Conditions of Payment Alerts shall have the same meanings as ascribed to them in the ABN AMRO General Access Conditions. In these ABN AMRO Conditions of Payment Alerts, the terms listed below shall have the following meanings:</p> <p><b>Service:</b> the service provided by the Bank, enabling the Customer to receive Payment Alerts via SMS and/or Email messages;</p> <p><b>Destination:</b> an Email address and/or mobile telephone number provided and recorded by or on behalf of the Customer;</p> <p><b>Payment Alert:</b> a message that allows the Service to be provided, as sent by the Bank to the Destination;</p> <p><b>Site:</b> the website of the Bank on which the Service is offered.</p> <p><b>Article 2 Applicable conditions</b></p> <p><input checked="" type="checkbox"/> I accept the terms and conditions.</p>	
<a href="#">◀ back</a>	<input checked="" type="checkbox"/> <b>ok &amp; send</b>	

### introduction

This screen shows the Terms and Conditions relevant for Payment Alerts. Read these and agree to them to continue with the setup.

### your details

This section provides an overview with the name, address and city of residence of the account holder.

### terms and conditions

This section shows all the terms and conditions that apply to ABN AMRO payment alerts. Note that you can download and subsequently print the terms and conditions by clicking [download](#).

#### I accept the terms and conditons

The check box is **unchecked** by default.

- Click the check box.
- Click **back** at the bottom of the screen to return to the **Payment Alert Summary (step 2 of 4)** screen.
- Click **ok & next** to confirm that you agree with the ABN AMRO terms and conditions for payment alerts. You will be prompted with the **Send Payment Alert settings (step 4 of 4)** screen.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Send (step 4 of 4)

- After clicking **ok & next** in the **AMRO Payment Alert general terms and conditions (step 3 of 4)** screen the **Send Payment Alert settings (step 4 of 4)**.screen will appear:

	<a href="#">Internet Bankieren</a>   <a href="#">Particulier</a> · <a href="#">Zakelijk</a> · <a href="#">Beleggen</a>   <a href="#">Extra</a>   <a href="#">Over ABN AMRO</a>																			
<a href="#">log off</a>	<a href="#">Send Payment Alerts settings [step 4 of 4]</a>																			
<p><b>introduction</b></p> <p>Your request is summarised in the screen below. To send the request, enter your code on the e.dentifier (at the bottom of the screen), followed by the e.dentifier response.</p> <p><b>Payment Alerts for ( S JANSEN )</b></p> <p><b>general settings</b></p> <p>mobile number: +31 612345678 (personal) email address s.jansen@abnamro.nl (personal)</p> <p>Receive Payment Alerts in Dutch</p> <p><b>▼ payment alerts for account 41.38.88.649 ( SR JANSE CJ )</b></p> <p><b>alerts</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">balance</td> <td style="width: 15%;">modified</td> </tr> <tr> <td>Send alert if balance falls below</td> <td>EUR -201</td> </tr> <tr> <td>Send to</td> <td>+31 646109081</td> </tr> </table> <p><b>credit transactions</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Send alert for credit transactions above</td> <td style="width: 15%;">modified</td> </tr> <tr> <td>Send to</td> <td>s.jansen@abnamro.nl (personal)</td> </tr> </table> <p><b>charges</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Charge for each alert sent via SMS</td> <td style="width: 15%;">modified</td> </tr> <tr> <td>Charge for each alert sent via email</td> <td>EUR 0.00</td> </tr> <tr> <td>Account to be charged</td> <td>EUR 0.00</td> </tr> <tr> <td></td> <td>54.88.47.843 S JANSEN</td> </tr> </table> <p><input type="checkbox"/> Enter the following code on the e.dentifier      <b>2513 5203</b>  <input type="text"/> Enter the e.dentifier response  <input style="width: 100px; height: 20px; margin-top: 5px;" type="button" value="Click on ok."/></p>			balance	modified	Send alert if balance falls below	EUR -201	Send to	+31 646109081	Send alert for credit transactions above	modified	Send to	s.jansen@abnamro.nl (personal)	Charge for each alert sent via SMS	modified	Charge for each alert sent via email	EUR 0.00	Account to be charged	EUR 0.00		54.88.47.843 S JANSEN
balance	modified																			
Send alert if balance falls below	EUR -201																			
Send to	+31 646109081																			
Send alert for credit transactions above	modified																			
Send to	s.jansen@abnamro.nl (personal)																			
Charge for each alert sent via SMS	modified																			
Charge for each alert sent via email	EUR 0.00																			
Account to be charged	EUR 0.00																			
	54.88.47.843 S JANSEN																			
<input style="width: 100px; height: 25px;" type="button" value="◀ back"/> <input checked="" style="width: 100px; height: 25px;" type="button" value="ok"/> <input style="width: 100px; height: 25px;" type="button" value="✖ cancel"/>																				

### introduction

This screen contains an overview of all your alert settings for all accounts. You can confirm these by entering the correct e.dentifier code.

### payment alerts for <name account holder>

#### general settings

This section provides an overview of your given destinations.

### payment alerts for <account number> <account holder name>

#### alerts

This section shows all the alerting settings for this account.

#### charges

Shows the charges for alerts received by email and/or SMS. This sections also displays the *account to be charged*, the account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

### e-dentifier

This section shows the code for the e.dentifier. Enter the code in your e.dentifier and key in the response.

- Click **back** at the bottom of the screen to return to the **AMRO Payment Alert general terms and conditions (step 3 of 4)** screen.
- Click **cancel** to cancel your changes/settings and return to your personal Internet Banking welcome page. Any changes that have been entered will be cancelled.



# ABN AMRO

## User Manual Internet Banking

- Click **ok** once you have entered the e.dentifier response code. This will confirm the Payment Alert settings. You will be prompted with the **Confirmation of the Payment Alert settings** screen.

The screenshot shows a confirmation message: "Your request has been sent". The left sidebar contains a navigation menu with links such as overview, payments, investments, my bank products, applications, digital vault, payment alerts, text services, services, my messages, send orders, disclaimer, and privacy statement.

Your (alert) settings have been sent and will be stored.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Overview and Details

You can view your existing alerts per account number and zoom in on the details of a payment alert for the selected account number.

Starting point is your personal Internet Banking Welcome page.

- Choose **payment alerts** from the menu at the left of the screen.  
The **Payment Alert Overview** screen will appear.

account number	type	name	balance/value
54.88.47.843	PARTICULIERE RE	S JANSEN	0,00 EUR

alert type	receive via
Balance	not set
Debit transactions	not set
Credit transactions	not set
Incoming transaction from a particular party	not set
Incoming urgent transfer	not set

### introduction

This screen displays which payment alerts are set or not for the selected account number.

#### Account number

Use this option to select the account number for which you wish to receive payment alerts.

### payment alerts for <account number> <name account holder>

#### alert type      receive via

This section provides an overview of the payment alerts set for the selected account and the given destinations.

#### Balance above / below

You will be sent an alert if your balance falls below or exceeds the limit specified by you.

#### debits

You will be sent an alert if a debit is made that matches or exceeds the limit specified by you.

#### credits

You will be sent an alert if a credit is received that matches or exceeds the limit specified by you.

#### incoming transaction from a particular party

You will be sent an alert if a payment is received from a party specified by you (account number).

**advice of incoming urgent transfer**

You will be sent an alert if an urgent transfer has been credited to your account.

- Click **define / modify Payment Alerts** to set, change or delete alerts.
- For more information about the payment alert types click the information icon alongside the alert.

**View Payment Alert details**

- For details of your current settings, click the magnifier glass icon alongside the alert.  
The **Payment Alert details** screen will appear:

The screenshot shows the 'Betaalaalertgegevens' (Payment Alert Details) screen. At the top, there's a navigation bar with links like 'Internet Bankieren', 'Particulier', 'Zakelijk', 'Beleggen', 'Extra', and 'Over ABN AMRO'. Below that is a header with 'uitloggen' (Logout), the date '1 augustus 2007', and icons for home, print, and help. The main content area is divided into sections: 'inleiding' (Introduction) which says 'In onderstaand scherm vindt u de gegevens van de geselecteerde Betaalaalert.', 'betaalaalertgegevens' (Payment Alert Details) which lists alert type (Type alert), balance (Saldo), account (Rekening), alert condition (Verstuur alert bij saldo onder), and recipient (Verstuur naar); 'kosten' (Costs) which lists the cost per alert report via SMS (Tarief per alertbericht via SMS) and the account being debited (Te belasten rekening). At the bottom is a 'terug' (Back) button.

**introduction**

This screen displays the details of the payment alert type selected.

**payment alert details**

This section provides an overview of the alert selected.

**charges**

This section shows the charges for alerts received by email and/or SMS.

**account to be charged**

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **back** at the bottom of the screen to return to the **Payment Alerts Overview** screen.